



Customer Services Division

Volume: IX
Number: TC00-028
Date: 09/25/2000
☒ Action
☒ Retain
☐ Information

INTEROFFICEMEMORANDUM

00V-256

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*
CORPORATE PRODUCT TECHNICAL SERVICES MANAGER

SUBJECT: SPECIAL SERVICE CAMPAIGN - Y04
(2000 MODEL YEAR ECHO BRAKE VACUUM PORT - COLD STATES ONLY)

Toyota will initiate a Special Service Campaign to install a newly-designed air tube into the PCV port in certain 2000 MY Echo vehicles registered in the 19 Cold States which have severe and prolonged cold weather conditions.

If the vehicle is operated at highway speed, without proper engine warm-up, in extremely low temperatures and with infrequent brake operation, there is a possibility that condensed moisture from a Positive Crankcase Ventilation (PCV) port may seep into the brake vacuum port and freeze.

Should this condition continue, ice may gradually accumulate at the vacuum port and in the worst case, ultimately plug the port. As a result, vacuum assist to the brakes would be decreased (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distance.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be mailed to all Toyota dealers on September 28, 2000.

2. Owner Notification Mailing Date

The owner notification will commence on October 5, 2000.

Two different owner letters will be sent:

One letter will be mailed to owners of Echos registered in the affected 19 Cold States encouraging owners to have the campaign performed as soon as possible. Another will be sent to owners in non-involved States advising them of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States. Samples of both owner letters are included in this package.

The 19 Affected States are:

Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming.

3. Number of Vehicles Involved

Nationally, there are 23,000 Echos involved; however, only **4,500** are operated in the 19 Cold States affected by this campaign.

If a dealership is contacted by an owner of an involved vehicle, who has not yet received a notification, we will request dealers to verify eligibility by referring to the VIN list and confirming through TDN prior to performing repairs. Repairs should be performed as outlined in the attached Technical Instructions.

4. Region/PD/District Summary Reports

We have enclosed the following SSC Y04 Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

NOTE: Reports will only be included for dealerships within the 19 Cold States.

- Region/PD Summary Report that provides an overview of the entire Region/PD for this campaign.
- District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

5. Vehicles In Dealer Stock

As required by Federal Regulation, dealers are not to deliver any new vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

6. Parts Ordering

The necessary parts can be ordered through your facing PDC. Please refer to the table below and the Technical Instructions for part number information. Due to the small number of affected vehicles, the air tube will initially be placed on Manual Allocation.

Part Number	Description	Qty/ Vehicle
17361-21010	Air Tube	1

NOTE: There are only 4,500 Echos operated in the 19 Cold States.

To prevent parts shortages and excess parts stock at dealerships, a report indicating the number of affected vehicles sold from each dealership will be included with each dealer package (sent to each dealer's Service and Parts Managers) as a guide. This will assure adequate and balanced parts inventory for this SSC.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A, INC.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All TMS Sales Administration Managers
All TMS Product Technical Services Managers
All Field Product Engineers

J. Beseda
J. Braga
D. Cecconi
M. Cralk
B. Daly
A. DeCarr
F. English
B. Ertmann
D. Esmond
J. Fleischer
J. Hanson
Y. Inaba
T. Ishikawa
H. Kawakami

J. Kramer
J. Lang
B. Lanyi
R. McPhail
K. Ohno
D. Oglvie
J. Olson
D. Pettitt
J. Press
Y. Sugiyama
J. Tetherow
J. Turmell
R. Waltz
M. Whitman

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991
(310) 618-4000
(310) 618-7800 Fax

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN – Y04
(2000 MODEL YEAR ECHO VACUUM BRAKE TUBE – COLD STATES ONLY)

Toyota will initiate a Special Service Campaign to install a newly-designed part into the PCV port in certain 2000 MY Echo vehicles registered in the 19 Cold States which have severe and prolonged cold weather conditions.

If the vehicle is operated at highway speed, without proper engine warm-up, in extremely low temperatures and with infrequent brake operation, there is a possibility that condensed moisture from a Positive Crankcase Ventilation (PCV) port may seep into the brake vacuum port and freeze.

Should this condition continue, ice may gradually accumulate at the vacuum port and in the worst case, ultimately plug the port. As a result, vacuum assist to the brakes would be decreased (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distance.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence on October 5, 2000.

Two different owner letters will be sent:

One letter will be mailed to owners of Echos registered in the affected 19 Cold States encouraging owners to have the campaign performed as soon as possible. Another will be sent to owners in non-involved States advising them of the need to have the modification performed only if the vehicle will be operated in cold States. Samples of both owner letters are included in this package.

The 19 Affected States are:

Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming.

2. Identification of Involved Vehicles

Nationally, there are approximately 23,000 affected vehicles in this campaign; however, only **4,500** are operated in the 19 Cold States. Please refer to the VIN and engine serial range below and in the Technical Instructions, inspect for an SSC completion label, and verify through TDN to see if the vehicle is affected.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility by referring to the VIN list and confirming through TDN prior to performing repairs. Perform repairs as outlined in the attached Technical Instructions.

MODEL	YEAR	VIN Range		Engine Serial Number
		VDS	Ranges	
Echo	2000	AT123	Y0001083-Y0063632	1001134-1220253
			Y5000009-Y5018895	1002150-1178722
		BT123	Y0001049-Y0073252	1001012-1220281
			Y5000006-Y5021183	1001410-1211992

Always consult TDN to confirm VIN eligibility and to assure the SSC has not already been completed by another dealer.

3. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any new vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

4. Dealer/Owner Lists

Dealer/Owner Lists for this campaign have been distributed to each dealership's Service and Parts Managers in the affected 19 Cold States. These lists are based on selling dealership. Dealerships that did not sell an affected vehicle or do not have affected vehicles in stock will receive a report indicating so.

5. Repair Procedures

Refer to the attached Technical Instructions.

6. Parts Ordering

If your dealership is located within one of the 19 Cold States, order the necessary parts through your facing PDC. Please refer to the table below and the Technical Instructions for part number information. Due to the small number of affected vehicles, the air tube will initially be placed on Manual Allocation.

Part Number	Description	Qty/ Vehicle
17361-21010	Air Tube	1

NOTE: There are only 4,500 Echos operated in the 19 Cold States.

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this campaign are as follows:

SSC #	Op. Code	Description	Flat Rate Hour
Y04	0525H1	Install Air Tube	0.4

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

SSC Y04 - 2000 MODEL YEAR ECHO BRAKE VACUUM PORT SAFETY RECALL NOTICE

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has determined that a defect, which relates to motor vehicle safety, exists in certain 2000 model year Echos.

WHAT IS THE PROBLEM?

If your vehicle is operated at highway speed, without proper engine warm-up, in extremely low temperatures and with infrequent brake operation, there is a possibility that condensed moisture from a Positive Crankcase Ventilation (PCV) port may seep into the brake vacuum port and freeze. The brake vacuum port is located inside the intake manifold.

Should this condition continue, ice may gradually accumulate at the vacuum port and in the worst case, ultimately plug the port. As a result, vacuum assist to the brakes would be decreased (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distance.

WHAT WILL TOYOTA DO?

Any Toyota dealer will install a newly designed part into the PCV port in the intake manifold to prevent this condition at **NO COST** to you.

WHAT SHOULD YOU DO?

Contact any authorized Toyota dealer and make an appointment to have the new part installed as soon as possible. Until the repair is done, owners should make sure their engine has reached operating temperature prior to use.

The labor time for installation of the newly designed part is approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

WHAT IF YOU HAVE OTHER QUESTIONS?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D. C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236.

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SSC Y04 -2000 MODEL YEAR ECHO VACUUM BRAKE PORT UPDATE NOTICE

Dear Toyota Customer:

This notice is being sent to advise you that Toyota is conducting a recall on certain 2000 model year Echo vehicles in the following 19 states:

Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming.

If the vehicle is operated at highway speed, without proper engine warm-up, in extremely low temperatures and with infrequent brake operation, there is a possibility that condensed moisture from a Positive Crankcase Ventilation (PCV) port may seep into the brake vacuum port and freeze. The brake vacuum port is located inside the intake manifold.

Should this condition continue, ice may gradually accumulate at the vacuum port and in the worst case, ultimately plug the port. As a result, vacuum assist to the brakes would be decreased (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distance.

WHAT SHOULD YOU DO?

If you believe that there is a possibility for your vehicle to be operated in the 19 specified states or in the conditions described above, please contact any authorized Toyota dealer and make an appointment to have a newly designed part installed as soon as possible after 1-1-00 to 1-31-00. Until the repair is done, owners should make sure their engine has reached operating temperature prior to use.

The labor time to install the newly designed part is approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer if you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

WHAT IF YOU HAVE OTHER QUESTIONS?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

If you operate your vehicle in the 19 specified states or in the conditions described above, and you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D. C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236.

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

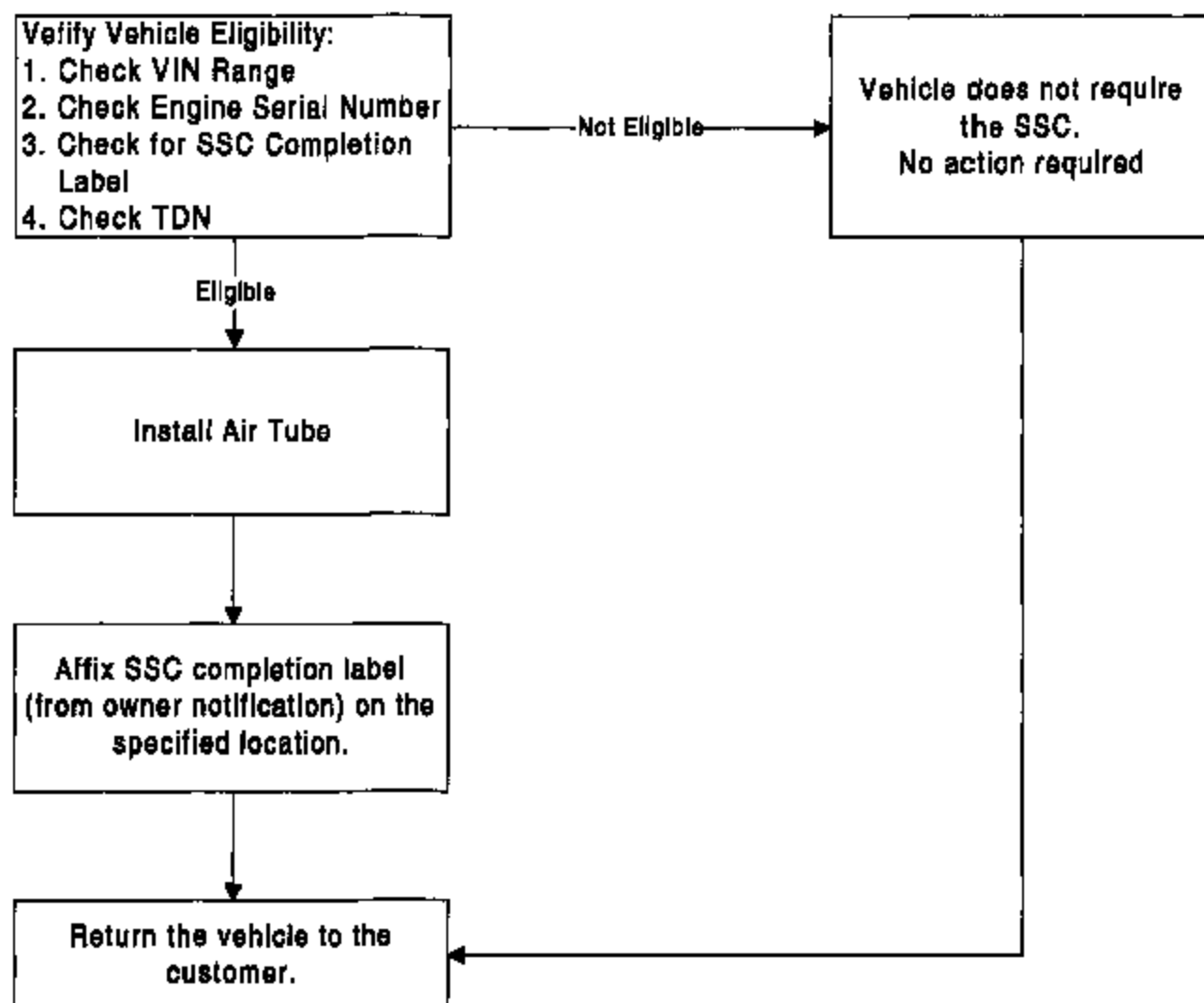
TOYOTA MOTOR SALES, U.S.A., INC.

TECHNICAL INSTRUCTIONS
FOR
SPECIAL SERVICE CAMPAIGN Y04
2000 ECHO
AIR TUBE
(19 Cold States Only)

The 19 Affected States are:

**Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota,
Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South
Dakota, Vermont, Wisconsin, and Wyoming**

I. OPERATION FLOW CHART



II. AFFECTED VIN AND ENGINE RANGE

MODEL	YEAR	VIN Range*		Engine Serial Number
		VDS	Ranges	
Echo	2000	AT123	Y0001083-Y0063632	1001134-1220253
			Y5000009-Y5018895	1002150-1178722
		BT123	Y0001049-Y0073252	1001012-1220281
			Y5000006-Y5021183	1001410-1211992

* If there is a possibility that the vehicle to be operated in the 19 specified states or in the conditions described in the letter addressed to the Dealer Principal, Service, and Parts Manager.

III. PREPARATION

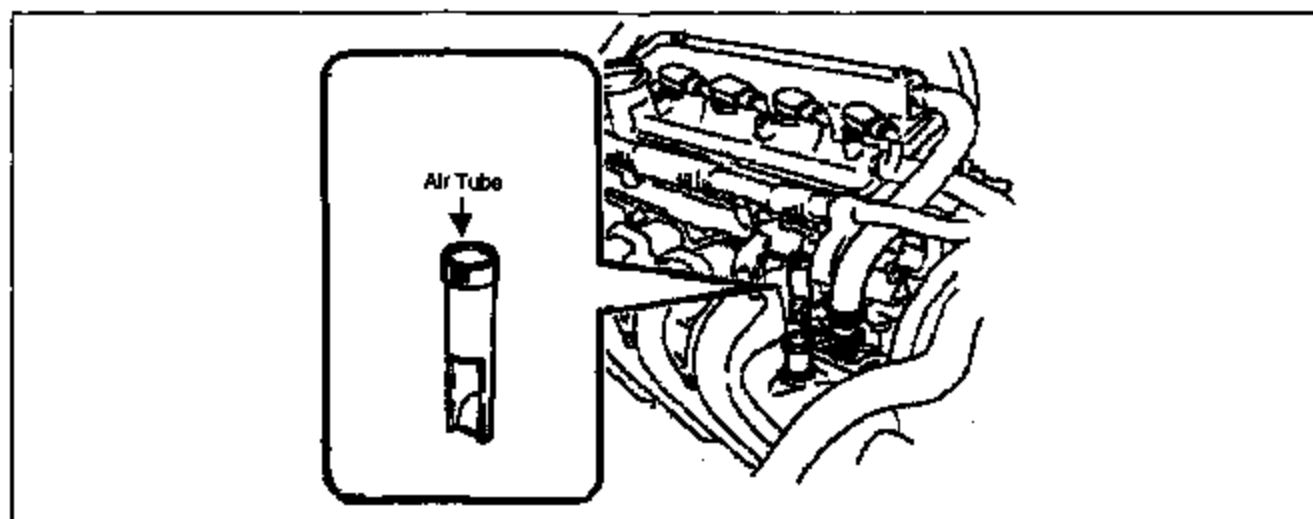
A. PARTS

Part Number	Part Name	Qty/ Vehicle
17361-21010	Air Tube	1

B. TOOLS

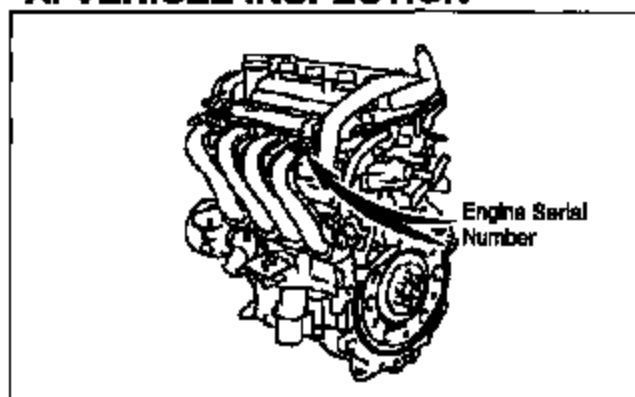
- Standard Hand Tools
- Torque Wrench

C. COMPONENTS



IV. WORK PROCEDURE

A. VEHICLE INSPECTION

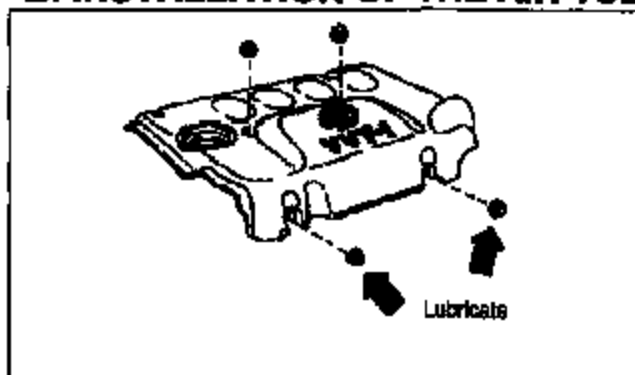


1. INSPECT ENGINE SERIAL NUMBER.

- Check that the engine serial number is within the range listed below.
- The engine serial number is located on the cylinder head, between the intake runners for cylinders 3 and 4.
- If engine is not within the range below proceed to **Step VI**.

VIN Range		
VDS	Range	Engine Serial Number
AT123	Y0001083-Y0083832	1001134-1220253
	Y6000008-Y6018895	1002150-1178782
BT123	Y0001048-Y0073282	1001012-1220281
	Y6000008-Y6021183	1001410-1211982

B. INSTALLATION OF THE AIR TUBE

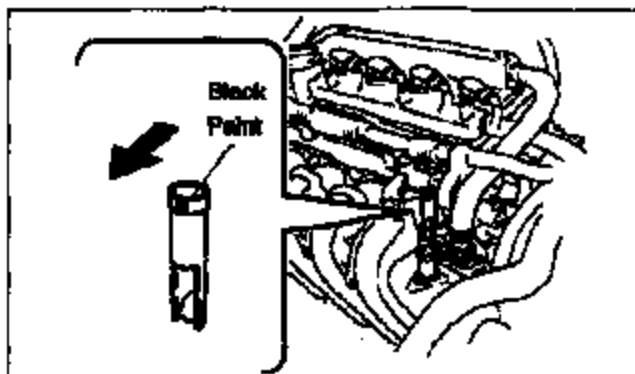


1. REMOVE THE NO. 2 CYLINDER HEAD COVER

- Spray the 2 front cap nuts with an aerosol type lubricant and allow it to soak for 5 minutes.
- Remove the 4 cap nuts from the No. 2 cylinder head cover.
- Remove the No. 2 cylinder head cover.

2. DISCONNECT PVC HOSE

- Remove the clip holding the PCV hose to the intake manifold.
- Remove the PCV hose from the intake manifold.

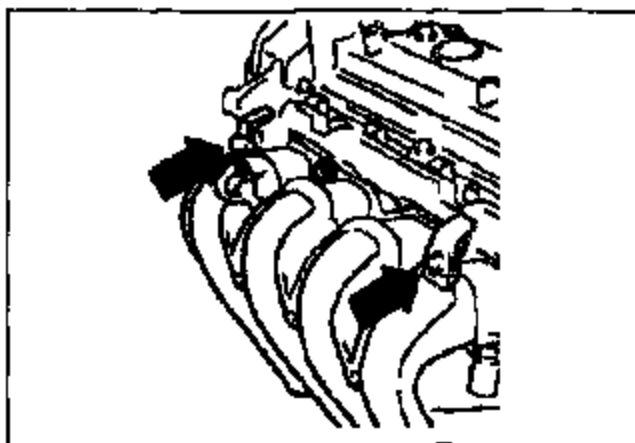


3. INSTALL AIR TUBE

- Install the air tube into the PVC port so that the black paint mark is facing the radiator cap.

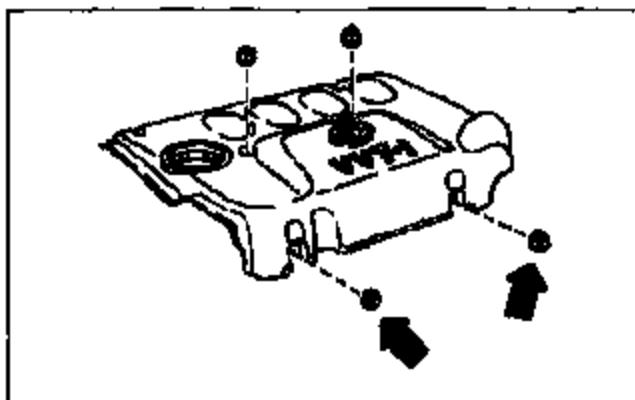
4. REINSTALL THE PCV HOSE

- Reinstall the PCV hose to the Intake manifold port.
- Reinstall the clip holding the PCV hose the intake manifold.



5. REINSTALL THE NO. 2 CYLINDER HEAD COVER

- (a) Torque the 2 intake manifold stud bolts.
TORQUE: 11 N•m(112 kgf•cm, 8 ft•lbf)



- (b) Reinstall the No. 2 cylinder head cover with the 4 cap nuts.
TORQUE: 7.0 N•m(71 kgf•cm, 62 In•lbf)

VI. SSC COMPLETION LABEL INSTALLATION

- A. After completing the repair and before returning the vehicle to the owner, an SSC completion label, that is enclosed in the owner's notification, must be affixed to the left front door hinge post near the check strap.

- B. The label is to be filled out as follows:

- Write in SSC Y04
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
B410-01917	

- C. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.